

[FOOSHD-1404] Escalated Record FOH-123563, Cases missing from his account Created: 06/Mar/23 Updated: 25/May/23 Resolved: 12/Apr/23

Status:	Closed
Project:	FOIAonline Help Desk
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Service Request	Priority:	Normal
Reporter:	no-reply@automation.atlassian.com	Assignee:	kmitchel
Resolution:	Resolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	<input checked="" type="checkbox"/> FOIAonline Compare January 2, 2023 to February 3, 2023 Missing Cases Navy.xlsx <input checked="" type="checkbox"/> Robert Hammond.docx		
Issue Links:	<b>Fixes</b> is fixed by <a href="#">FOOS-4556</a> Associate Public FOIA Cases with Regi... Done		
Request participants:			
Organizations:			

## Description

**EXTERNAL SENDER:** Do not click any links or open any attachments unless you trust the sender and know the content is safe.

## Service record details:

Contact Name: Robert Hammond

Contact Email: [perseverance2013@](#)Contact Phone: [Ex. 6 Personal Privacy \(PP\)](#)

FOIA Tracking Number: Multiple

Category:

Sub Category:

Third Level Category:

Impact:

Urgency:

Priority:

Status: User Responded

Summary: Cases missing from his account

Description:

Requests in this spreadsheet were linked to his account and exportable from the CSV on his View My Cases in January. When he did the same Export in February, these cases were no longer linked to his account.

Requests in green in first column were submitted after January export. Requests in yellow in second column did not appear in CSV of requests in his View My Cases dashboard in February, but they did in January. They also show as "Not Available" in the third column.

User has also requested an explanation of the error that occurred to cause the detach.

## Comments

Comment by Keenan Mitchell [ 06/Apr/23 ]

Hi All,

Mr Hammond has gotten a response from Laura Johnson. We are waiting to hear back from him.

Thanks,

Comment by Keenan Mitchell [ 30/Mar/23 ]

Joshua.Cooper@cherokee-federal.com

Hi Josh,

Mr. Hammond's highlighted cases are now associated with his account. We will NOT respond on this ticket officially until Jeff and Laura responds to him personally first. Then we will loop back and respond to this ticket.

Thanks,

Comment by kmitchel [ 14/Mar/23 ]

Hi Josh,

A ticket has been created to associate Mr. Hammonds missing cases with his registered user account.

Thanks,

Comment by Joshua.Cooper@cherokee-federal.com [ 09/Mar/23 ]

How then was he able to see the cases in his View My Cases dashboard in January, but not in February?

Comment by kmitchel [ 09/Mar/23 ]

Robert Hammond.docx<sup>®</sup>

Comment by kmitchel [ 09/Mar/23 ]

Hi Josh,

Upon checking these cases, it looks like the cases that are missing indicate on the case that they were created by a public user but with the registered user's email. I will attach screenshots of each case.

Comment by Joshua.Cooper@cherokee-federal.com [ 09/Mar/23 ]

Please remove these screenshots, they were for a different incident

Comment by Joshua.Cooper@cherokee-federal.com [ 09/Mar/23 ]

User called in for an update on this today

Comment by Joshua.Cooper@cherokee-federal.com [ 08/Mar/23 ]

Requests in green in first column were submitted after January export. Requests in yellow in second column did not appear in CSV of requests in his View My Cases dashboard in February, but they did in January. They also show as "Not Available" in the third column.

FOIAonline Compare January 2, 2023 to February 3, 2023 Missing Cases Navy.xlsx<sup>®</sup> (120 kB)

Generated at Thu May 25 15:50:18 EDT 2023 by Kristin Winter-Moy using Jira

Ex. 6 Personal Privacy (PP)